



# PROGRAM NEWS

This is a bi-monthly newsletter  
and is downloadable from  
<http://www.healthyfamilies.ca.gov>

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**June 2007**

*A publication providing information  
and items of interest to California  
Healthy Families and Medi-Cal  
Enrollment Entities, Certified  
Application Assistants, families,  
and participating plans.*

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If you have a story idea you would like  
to share or comments about this  
newsletter, please contact us.

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## Top 10 Reasons to Use Health-e-App

Health-e-App (HeApp) is the web-based version of the paper joint  
application for Healthy Families and Medi-Cal Programs.

1. **More Money!** - You get \$60 for every successful application using HeApp compared to \$50 for a paper application! That's \$1,000 more for every 100 successful HeApps!
2. **Faster Processing!** - HeApp applications can be filled out faster and will electronically transmit the application information to the Single Point of Entry (SPE) without error! With HeApp's Fax Cover Sheet, checklist, and assigned bar code, documentation is easily linked to the correct application!
3. **It's Free!** - HeApp is free for all active Enrollment Entities (EEs) & Certified Application Assistants (CAAs). There's no program to download - Internet access is all you need!
4. **Monitor Applications and Payments Online!** - HeApp can easily monitor your applications! EEs can see which applications have been paid, denied, or are still pending, and the reasons for denial!
5. **Save and Store for 30 Days!** - HeApp can store all of your unfinished applications for up to 30 days! You can easily retrieve an application with all information intact and complete it at a later date!
6. **Workload Management for EEs!** - HeApp lets EEs view and transfer their CAAs' unfinished applications quickly and conveniently! So even if a CAA assisting a family becomes unavailable, the family won't have to wait for that CAA to return because EEs can transfer their unfinished application to another CAA!
7. **Completeness!** - Studies show that 68% of applications that come to the Healthy Families Program (HFP) have some form of missing information! HeApp ensures that application questions are 100% complete before they are submitted. With automatic error checking, you can't leave a required question blank!

*Continued on next page...*

## Top 10 Reasons to Use HeApp *Continued*

8. Great Features! - Built-in error checking ensures you answer all required questions and reduces delays due to missing information! HeApp even allows you to input gross pay and how frequently the income is received! Then HeApp automatically calculates monthly income and family size for you!
9. Easy to Choose a Doctor! - HeApp can easily search and choose doctors by specialty, plan choice, language, and gender. It even provides maps and driving directions to the doctor's office!
10. Preliminary Eligibility Determination! - HeApp's preliminary eligibility determination function lets families see the programs for which their children most likely qualify!

## New HFP & AIM Handbooks Available

Each year, the Healthy Families Program (HFP) updates its handbooks. The 2007-2008 HFP handbooks are now available in English and Spanish. Other languages are expected to be available by mid-July. The updates for the handbook have already been integrated into the HFP website ([www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)).

The Access for Infants and Mothers (AIM) handbooks have also been updated. The English version is currently available. Spanish and Chinese AIM handbooks will be available by mid-July. Updates to the AIM handbook will be incorporated into the AIM website ([www.aim.ca.gov](http://www.aim.ca.gov)) as of July 1<sup>st</sup>.

Enrollment Entities (EEs) and Certified Application Assistants (CAAs) may request handbooks via the Marketing Materials Order Form found at [www.dhs.ca.gov/mcs/medi-calhome/HealthyFamilies/HealthyFamilies0207.pdf](http://www.dhs.ca.gov/mcs/medi-calhome/HealthyFamilies/HealthyFamilies0207.pdf).

## When is the best time to call?



Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:

Good.... Weekdays after 11 a.m.

Better... Weekdays after 6 p.m.

Best..... Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.



# Premium Re-Evaluation

Beginning July 1, 2007, many families may experience higher premium payments due to changes in the Community Provider Plan for their county or plan transfers during Open Enrollment. One way to reduce these payments is to request that the Healthy Families Program (HFP) re-evaluate the child's household income and deductions, which may reduce their premium.

If you think a family may qualify for lower premiums because their income or deductions have changed, you can encourage them to submit a Premium Re-evaluation Form. The form must be filled out completely and submitted to the HFP along with proof of income and deductions.

The form can be found on the HFP website in English at [www.healthyfamilies.ca.gov/English/Publications/HF\\_FM\\_150\\_EN.pdf](http://www.healthyfamilies.ca.gov/English/Publications/HF_FM_150_EN.pdf) and in Spanish at [www.healthyfamilies.ca.gov/Spanish/Publications/HF\\_FM\\_150\\_ES.pdf](http://www.healthyfamilies.ca.gov/Spanish/Publications/HF_FM_150_ES.pdf).

## Did You Know...

With Health-e-App, you will ALWAYS get your reimbursement whether or not your Assistance Form is signed? To sign up for Health-e-App, call 1-866-861-3443

## Immunization and Preventive Screening Charts

Each year, the Advisory Committee on Immunization Practices (ACIP), the American Academy of Pediatrics (AAP), and the American Academy of Family Physicians (AAFP) publishes updated recommendations for childhood and adolescent immunizations. You can find the approved 2007 Immunization Schedule based on these organizations' recommendations on the Healthy Families Program (HFP) website at [www.healthyfamilies.ca.gov/English/Publications/ImmunizationSchedule.pdf](http://www.healthyfamilies.ca.gov/English/Publications/ImmunizationSchedule.pdf).

In addition, the HFP also publishes each year a Preventive Health Screenings for Children chart. Preventive health care services can help children increase their chances of living a longer and healthier life. The chart provides guidelines for families to help ensure that children receive the correct health care services. This chart can also be found on the HFP website at [www.healthyfamilies.ca.gov/English/Publications/PreventiveScreeningChart.pdf](http://www.healthyfamilies.ca.gov/English/Publications/PreventiveScreeningChart.pdf).

Spanish versions of these charts are also available through the HFP Spanish website at [www.healthyfamilies.ca.gov/hfhomeSPN.asp](http://www.healthyfamilies.ca.gov/hfhomeSPN.asp).

# Income Documentation for Self-Employment

Self-employment income can be difficult to document. The Healthy Families Program (HFP) accepts documentation of self-employed income in the form of a 3-month Profit and Loss Statement (P&L) or through a Federal Income Tax Form 1040 with Schedule C.

When calculating self-employment income, the HFP does not include depreciation, meals/entertainment, and cash draws (for a P&L) as business expenses. The HFP adds the expenses for depreciation, meals/entertainment, and cash draws back to the monthly income. These types of expenses are referred to as “Disallowed Expenses.” Please also note that any negative amounts on all self-employment documentation will be counted as zero.

## **Federal Tax Form 1040 with Schedule C or Schedule C-EZ**

If the applicant sends in a Federal Tax Form 1040 or 1040NR with the corresponding Schedule C, the amount on line 12 of the 1040 or 1040NR must be the same as the amount on line 31 of the Schedule C. The HFP will add back depreciation (line 13) and meals/entertainment (line 24b) from Schedule C to line 12 of the 1040 or 1040NR. Self-employers may submit Schedule C-EZ (instead of Schedule C) with the Federal Income Tax Form 1040 if they do not claim depreciation as a business expense and total business expenses do not exceed \$5000.

## **Profit and Loss Statement:**

If the applicant submits a P&L in lieu of the Federal Tax Form 1040 and Schedule C or C-EZ, it must be for the most recent three (3) month period prior to the date the HFP receives the documentation. The P&L must contain the following information:

- Date
- Name, address, and telephone number of the business

- Gross income, itemized expenses, and net profit itemized on a monthly basis
- Signature of the person who earned the income with a statement that, “The information provided is true and correct.”
- Percentage of income if partnership

Any depreciation or meals/entertainment amounts listed under expenses or cash draws taken by the owner will be added back in to the net profit for that month.

Please note that a Self Affidavit of Income Letter is not acceptable as proof of self-employment income. Also note that if the applicant, spouse, or other parent living in the home is a contractor or a 1099 employee, they are considered self-employed and must send in appropriate proof of self-employment income. An employer statement would not be acceptable.

The latest information on documenting self-employment income can be found on the HFP website in the CAA Reference Manual at [www.healthyfamilies.ca.gov/English/caa/caa\\_ref\\_manual.htm](http://www.healthyfamilies.ca.gov/English/caa/caa_ref_manual.htm)

In addition, a sample P&L can be found on the HFP website in English at [www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf) and in Spanish at [www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss\\_ES.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss_ES.pdf).

## **Contribute to the EE/CAA Newsletter**

This newsletter is only as good as the information we receive. If you have a story idea, correction, or concern about anything you read here, please don't hesitate to contact us at: [hfnnewsletter@maximus.com](mailto:hfnnewsletter@maximus.com). Please story submissions brief and related to the Healthy Families or Medi-Cal for Families Programs.

# Monthly Automatic Credit Card Payments

The Healthy Families Program (HFP) now offers an easy and convenient way to ensure that HFP premiums are paid every month and on time! Prior to June 2007, the HFP only accepted one-time credit card payments over the phone by calling 1-888-256-6167. Now, using the phone or Internet, HFP subscribers can sign up for monthly automatic credit card payments.

The HFP website at [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov) offers the option of making a one-time payment or setting up a monthly automatic service to make the payments each month via credit card. From the HFP homepage, look for the links that read “**Remote Payments Online Service**” or “**Make a premium payment online.**” For subscribers who would prefer not to sign up online, the HFP also offers the option of signing up for monthly automatic payments over the phone. The phone number to sign up for **monthly automatic credit card payments is 1-877-267-3729**. Whether signing up online or over the phone, subscribers will need to have their Family Member Number (FMN) and the check digit number found on the front of their HFP billing statement.

Regardless of which method is used to sign up, all subscribers using the monthly automatic payment service will receive a **25% discount on their HFP premiums!** Both toll-free numbers and the online service are available 24 hours a day, 7 days a week.

## The Revised CAA Reference Manual

Curious about the impact employer-sponsored insurance could have on Healthy Families Program (HFP) eligibility? Not sure how to estimate a family’s monthly HFP premium payment? Wondering about the requirements for using a Self Affidavit of Income Letter? You can find out in the revised Certified Application Assistant (CAA) Reference Manual!

The Healthy Families Program (HFP) has recently revised the English Certified Application Assistant (CAA) Reference Manual. This revised manual includes the latest program changes and updated forms for the HFP. The updated CAA Reference Manual is located on the HFP website at [www.healthyfamilies.ca.gov/English/caa/caa\\_ref\\_manual.htm](http://www.healthyfamilies.ca.gov/English/caa/caa_ref_manual.htm).

The CAA Reference Manual is divided into 13 sections, a Table of Contents and Introduction, each listed separately for CAA convenience. This manual is utilized for initial CAA training and makes an excellent working reference guide. CAAs can open any of the titled sections to review

such topics as “Family Size and Income Determination” or “Using Health-e-App.” Many CAAs prefer to print the CAA Reference Manual from the HFP website and place it in a binder for daily use.

The Spanish CAA Reference Manual is currently under review and will be available soon. Please check future editions of this newsletter for more information about the Spanish CAA Reference Manual

**Did You Know...**  
Health-e-App lists all Health Plans in a child's zip code?  
To sign up for Health-e-App, call 1-866-861-3443



# Health-e-App Feature of the Month:

## Built-In Error Checking

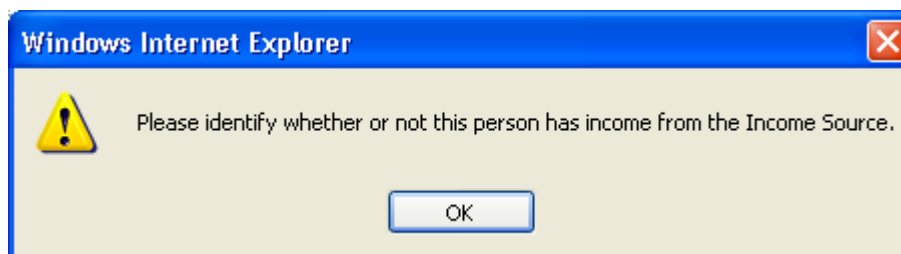
Have you seen one of these?

This is the error message that pops up when you do not answer if the mother lives in the home.



Or how about this one?

This is the error message that pops up when you do not select an income source or no income.



These are messages that pop-up when important questions are left blank on Health-e-App (HeApp).

With HeApp, all the important questions **MUST** be entered before you can move on. HeApp also ensures that all questions are answered before the application is submitted! This great feature reduces errors and speeds up the process to quickly enroll qualified families into the Healthy Families and Medi-Cal Programs.

# More Resources for CAAs

Don't reinvent the wheel! Many sample documents are available to assist Certified Application Assistants (CAAs) with gathering the most accurate information from applicants and providing a completed application to the Healthy Families Program (HFP). These documents, available on the HFP website at [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov) and in the CAA Reference Manual, are great tools for daily use with application assistance. You can even download the sample forms and information to your computer for easy use and reference. Following are brief descriptions of just a few items that are available for your use and links for locating them on the HFP website. All of the below are available in English and Spanish!

## ***Sample Profit and Loss Statement***

The Profit and Loss Statement is a useful tool for self-employed applicants. Self-employed applicants have the option of using the Federal Tax Form 1040 and Schedule C or the Profit and Loss Statement. This sample Profit and Loss Statement also includes instructions on how the HFP calculates the monthly income. English: [www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss.pdf) Spanish: [www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss\\_ES.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/sampleprofitloss_ES.pdf)

## ***Sample Self Affidavit of Income Letter***

This Self Affidavit of Income Letter can be used when there is no other acceptable way to provide income. English: [www.healthyfamilies.ca.gov/English/caa/pdfs/Sample\\_Self\\_Affidavit\\_Letter.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/Sample_Self_Affidavit_Letter.pdf) Spanish: [www.healthyfamilies.ca.gov/English/caa/pdfs/Sample\\_Self\\_Affidavit\\_LetterSPN.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/Sample_Self_Affidavit_LetterSPN.pdf)

## ***Sample Employer Letter***

When a pay stub or last year's tax forms are not available, an applicant may use an Employer Letter (for a period ending within 45 days) to document income. This sample Employer Letter ensures that all necessary information is provided. English: [www.healthyfamilies.ca.gov/English/caa/pdfs/SampleEmployerLetter.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/SampleEmployerLetter.pdf) Spanish:

[www.healthyfamilies.ca.gov/English/caa/pdfs/SampleEmployerLetterES.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/SampleEmployerLetterES.pdf)

## ***Income Calculation Worksheet***

The Income Calculation Worksheet is a great tool to help CAAs calculate the income for each child and family member. This can be printed and completed by hand. This can be used as a screening tool to give CAAs an idea of the programs for which children may qualify. The HFP and Medi-Cal for Families will make the final determination for the children. English: [www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetresize.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetresize.pdf) Spanish: [www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetresizeES.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetresizeES.pdf)

## ***Income Calculation Worksheet Instructions***

These are helpful instructions for calculating income for families. These instructions can be used in partnership with the Income Calculation Worksheet listed above. English: [www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetInstructionsOnly.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetInstructionsOnly.pdf) Spanish: [www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetInstructionsOnlyES.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/SampleIncomeCalculationWorksheetInstructionsOnlyES.pdf)

## ***Rental Income Worksheet***

When applicants have rental income and a Federal Tax Form 1040 is not yet available because they have not filed a tax return for the rented property, the Rental Income Worksheet can be used to document this income. This form must be completed in its entirety. English: [www.healthyfamilies.ca.gov/English/caa/pdfs/RentalIncomeWorksheet\\_EN.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/RentalIncomeWorksheet_EN.pdf) Spanish: [www.healthyfamilies.ca.gov/English/caa/pdfs/RentalIncomeWorksheet\\_ES.pdf](http://www.healthyfamilies.ca.gov/English/caa/pdfs/RentalIncomeWorksheet_ES.pdf)

You can access all of these forms and more on the HFP website's Download Forms and Information page in English at [www.healthyfamilies.ca.gov/English/download.html](http://www.healthyfamilies.ca.gov/English/download.html) and in Spanish at [www.healthyfamilies.ca.gov/Spanish/download.html](http://www.healthyfamilies.ca.gov/Spanish/download.html)

# Reimbursement Changes

Currently, Enrollment Entities (EEs) are only reimbursed for Certified Application Assistant (CAA) assisted Annual Eligibility Review (AER) applications when the child is granted eligibility for the Healthy Families Program (HFP) for another year.

A new process is currently in development to grant reimbursement payments to EEs when CAA-assisted AER applications meeting all necessary criteria result in children being granted another year of HFP eligibility **or** screened to Medi-Cal. Applications with split outcomes at AER where one child is screened to Medi-Cal and another child in the same household re-qualifies for the HFP will receive two payments of \$50 each.

Once implemented, this new payment process will be retroactive to January 1, 2007. All AER applications received on or after January 1, 2007, will be retro-processed for reimbursement determination.

And remember – if an application is denied due to missing information, you can still receive reimbursement! In order to receive reimbursement in this case, two things must happen. The HFP must receive the missing information within 60 days of the date the application was denied and the child must then be determined eligible for the HFP. After the 60 days, a new application will need to be submitted.

## Welcome New & Returning HFP Enrollment Entities!

ATU SALUD, A MEDICAL CORPORATION  
ACTIVA INSURANCE AGENCY  
ADRIENNE GARCIA  
AGENT HERRERA  
AGUIRRE INSURANCE SERVICES  
ALBERT HSU INSURANCE SERVICES, INC.  
ALEX HSIANG-CHEN CHANG  
ALEXXIZ'S FAMILY CENTER  
ALMON PEDIATRIC HEALTH, INC.  
ANGELINA MELCHOR  
APRIL M'TINSLEY  
AVENAL COMMUNITY HEALTH CENTER  
BEARDSLEY SCHOOL DISTRICT  
BECKER & ASSOCIATES  
BENNY J. GUZMAN  
BERKELEY ORGANIZING CONGREGATIONS FOR ACTION  
BEST ACCESS INSURANCE  
BILL JOHNSTON INSURANCE  
BROOKE INSURANCE  
BUILDING A GENERATION  
C & J FINANCIAL AND INSURANCE SERVICES  
CALIFORNIA SPECIALTY INSURANCE SERVICES INC.

CHANDEN INSURANCE AGENCY, INC.  
CHRISTOPHER PAUL HAUGHEY  
CITY CHURCH INTERNATIONAL INC.  
CLINICA MATERNIDAD MAGNOLIA / MAGNOLIA  
MATERNITY  
CONNECTING KIDS TO HEALTHCARE  
CORONA PHYSICIANS ASSOCIATES, A MEDICAL  
CORPORATION  
CUONG VIET NGUYEN, M.D.  
CYNTHIA L. PACHECO  
DENNIS PENNEKAMP  
DESERT MOUNTAIN SELPA CHILDREN'S CENTER  
DONNA L. SAMUELSON  
EMVERICHECK INSURANCE SERVICE  
EXPRESS COURIER SERVICES  
FAMILY FINANCIAL SERVICE  
FONTANA PHYSICIANS ASSOCIATES, A MEDICAL  
CORPORATION  
FRANK YOUNG  
GARNETT - POWERS & ASSOCIATES  
GEORGE EDGAR COCKS IV.  
GOLDEN MEDICAL CENTER



# Welcome New & Returning HFP Enrollment Entities! *(continued...)*

HADDAD INSURANCE SERVICES  
HILANTO FINANCIAL & INSURANCE SERVICES, INC.  
HOMELESS SERVICES CENTER  
HUYNH NIKNEJAD INC.  
I & C BENEFITS INC  
INSURANCE PLANNING 101  
INTERNATIONAL PROINSURANCE SERVICES, LLC  
IRYNA NAKONECHNA  
JAMES YI CAI  
JEFFREY P. WARNOCK  
JEN INSURANCE AGENCY  
JOSE INIGUEZ  
KEB INSURANCE SERVICES  
KENNETH KYLE SHALLAHAMER  
LEO RODRIGUEZ INSURANCE AGENCY  
LIJUN ZHOU  
LINDA F. RATLIFF  
LISHA WANG  
LOMA LINDA CHILD AND ADOLESCENT CLINIC  
LOPEZ AND NOYES DENTAL CORPORATION  
LOREL L. DOWELL INSURANCE SERVICES  
LUCIA BENAVIDEZ  
MANUEL VIZCARRA JR.  
MARCEL SANTOS OCAMPO  
MAX ITEMS, INC.  
MERCEDES TAX SERVICE  
MICHAEL THOMAI  
MORENO VALLEY PHYSICIANS ASSOCIATES, A MEDICAL  
CORP.  
MORGAN E HEGE INSURANCE SERVICE  
MRQ INSURANCE SERVICES  
NEGIN ESTEGHBALL  
NIGHTHAWK INSURANCE SERVICES  
NORTHERN VALLEY INDIAN HEALTH, INC.  
PAT PACHECO AGENCY  
PAULA LOPEZ - WOOD  
PAZ HOLDING, INC.  
PEGGY YU  
PERRIS VALLEY PHYSICIANS ASSOCIATES, A MEDICAL CORP.  
PESELL FINANCIAL AND INSURANCE SERVICES, INC.  
PETER JADAV  
PETER MOON  
PHP INSURANCE SERVICE, INC.  
POTTER VALLEY COMMUNITY UNIFIED SCHOOL DISTRICT  
PROFESSIONAL INSURANCE ADVISORS  
PUEBLO MEDICAL ASSOCIATES INC.  
QUINNA. CONNOLLY  
RAMIN AMANI MD MEDICAL CORPORATION  
RANCHO DENTAL GROUP  
RISC INSURANCE SERVICES  
ROMERO ALMA FAMILY DAYCARE  
ROY WARNOCK

RYUSHO YO  
SAID LAKHLIFI INSURANCE AGENCY, INC.  
SALLY KIM INS. SVC.  
SAN BERNARDINO PHYSICIANS ASSOCIATES A MEDICAL  
CORP.  
SAN DIEGO COUNTY MEDICAL SOCIETY FOUNDATION  
SAN MATEO COUNTY MENTAL HEALTH SERVICES  
SAN YSIDRO SCHOOL DISTRICT  
SARA O. GUERRA  
SERRANO FAMILY CHILD CARE  
SERVWELL INSURANCE SERVICES  
SHASTA COUNTY OFFICE OF EDUCATION  
SILVA MANAGEMENT INSURANCE SERVICES  
SKB FINANCIAL GROUP  
SSG INSURANCE & FINANCIAL SERVICES, INC.  
TAX & FINANCIAL GROUP BENEFITS  
TEAGUE FINANCIAL INSURANCE SERVICES, INC.  
TELLO'S PROFESSIONAL SERVICE  
THE LEGENDS KIDS FIRST INC  
TIMMY LAM  
TRACY LYON  
VAN DINH NGUYEN MED. CORP.  
W & W COMMUNITY DEVELOPMENT, INC  
WELLINGTON NEWPORT, LLC  
WINGS OF REFUGE, INC.  
WISE STEWARD CORPORATION  
YANIRA ROBLES  
YU YING YANG

# Welcome New & Returning CAAs!

SARAI ACOSTA  
LETICIA ADKINS  
DEBRA AFFEE  
ELIZABETH AGUILAR  
FLORA AGUILAR  
MANUEL AGUILAR  
BERONICA AGUILERA  
AGNES ALARCON  
JANNETT ALCALA  
MARIO ALFARO  
ANNETTE ALLEN  
CAROL ALMENDAREZ  
MARISELA ALVARADO  
SUSANA ALVARDO  
IDA ALVAREZ  
KASSIDIALVORD  
NANCY ANDRADE  
LYNN ANDRE  
JUANITA ANGEL  
MARTHA ARCE  
SANDRA AREVALO  
ADA ARMENTA  
ESTER ARMSTRONG  
YANIRA ARZOLA  
AISHA ASLAM  
SYDNEY BALESTRERI  
ERIKA BALLESTEROS  
ANGELICA BALTAZAR  
DEIRDRE BANKS  
SYED BAQUAR  
GLORIA BARBA  
CARLOS BARROSO  
CAROLINA BASTARDO  
YURIDIA BATCHE  
KIM BATISTE  
LUCIA BENAVIDEZ  
SANDRA BENFIELD  
BEATRIZ BERMUDEZ  
SARA BODENHAM  
DELIABRAVO  
JEHAN BUDAK  
CHERIE BURRIS  
ROXANA CABALLERO  
LU CAI  
MIRNA CAMPOS  
LINA CANAWATI  
CINDY CANNAROZZI  
MARISOL CARBONEL  
CECILIA CARRETO  
ESPERANZA CARRILLO  
MONICA CASILLAS  
SUZANNE CASSADY  
DOLORES CASTANON  
ROBERTO CASTILLO

AUDIE CAVA  
CLAUDIA CERDA  
OSWALDO CERVANTES  
GUADALUPE CESENA  
JENNIFER CHAQUINGA  
LETICIA CHAVEZ  
PATRICIA CHECK  
DIANE CHEW  
JUDY CHOU  
YOLANDA CHOU  
CHRISTINA CISNEROS  
RENETT CLOUGH  
GEORGE COCKS  
DAPHNE CONTRERAS  
LURDES CONTRERAS  
KRISTIN COOKE  
NOEMI CORDOVA  
MELINDA CORRAL  
MARINA CORTEZ HASH  
AURORA CORTEZ  
ROSALBA COVARRUBIAS  
LAURA CRENSHAW  
KERRY CROSSLEY  
ANA CRUZ  
IRMA CRUZ  
JOVITA CRUZ  
ADRIANA CUELLAR  
CRYSTAL CURNUTTE  
OSCAR DABOUB  
BARBARA DAVIS  
JOHN DAVIS  
SUHAILA DAVIS  
SANDRA DE ANDA  
NARCISO DE LEON  
DORA DIAZ  
VERONICA DIAZ  
JUDITH DISPO  
DAWN DODD  
CATHY DOLLARHIDE  
ILIANA DOROTEO  
GUADALUPE ECHAVE  
ANGELITAECHAVESTE  
DAVID EDWARDS  
SHERRY EDWARDS  
NADA ELATAT  
JANNETTE ELIN  
ANNIE ELLIOT  
JOYCE ELLIS  
SUET ENG  
TAMMY ENNIS  
ASTRID ENRIQUEZ  
OLGA ERIVES  
SANDRA ESPARZA  
NANCY ESPINOZA

NEGINESTEGHBALL  
ERICA FELIX  
IRENE FEMATT  
ALICIA FERNANDEZ  
FERNANDO FERNANDEZ  
BEVERLY FERRY  
ANA CRISTI FLORES  
GABRIELA FLORES  
JOSE FLORES  
LUZ FLORES  
DAN FONTENOT  
ISIS FRANCO  
LUZ MARIA FRANCO  
MARIA FRANCO  
CHRIS GANDEZA  
ADRIANA GARCIA  
BELEN GARCIA  
GEORGINA GARCIA  
JUAN GARCIA  
MARIA GARCIA  
MARTHA GARCIA  
NORMA GARCIA  
STEVEN GARCIA  
ELIZABETH GARNICA  
WENDY GASPARYAN  
ELISA GAUARDO  
RAMON GAYTAN  
ROSA GOMAR  
GLADYS GOMEZ  
MARTHA GONZALES  
RENE GONZALES  
ALONZO GONZALEZ  
ANGELICA GONZALEZ  
ELDA GONZALEZ  
HORTENCIA GONZALEZ  
LORENA GONZALEZ  
LUCY GONZALEZ  
TERESA GONZALEZ  
VICTOR GONZALEZ  
IRIS GUERRA  
SANTIAGO GUERRA  
PATRICIA GUERRERO  
ROSALVAGUERRERO  
LINO GUILLEN  
ROSA GUILLEN  
YVETTE GUTIERREZ  
AUDREY GWINN  
TISA HALL  
JILL HARRIS  
CHARLES HASHIM  
ANNA HERNANDEZ  
ELSA HERNANDEZ  
MARICELA HERNANDEZ  
MARICRUZ HERNANDEZ

NIDIA HERNANDEZ  
SANTA HERNANDEZ  
CARDTE HICKS  
ALFREDO HIDROGO  
LENAH HILAL  
AMER HILANTO  
DELMY HINDS  
ALBERT HSU  
MARIBEL HUERTA  
CHRISTINE HUGHES  
LAWRENCE HURDLE  
MARIBEL HURTADO  
TERI JAGGERS  
VERONICA JAIMES  
MARTHA JAUREGUI  
JAMILLAH J JERMON  
MARIA JIMENEZ  
MARIBEL JIMENEZ  
MARITZA JIMENEZ  
TERESA JIMENEZ  
SANDRA JOCAB-BALL  
RENEE JORDAN  
GARY KAPLAN  
PATRICK KAPTERIAN  
MARIA KEELING  
RUTH KETNER  
HUONG KIEU  
LORI LAGG  
SAID LAKHLIFI  
JOVY LAM  
TIM LAM  
DOLLY LAMBERT  
MARTHA LANGFORD  
JENNIFER LASZLO  
CAROLINE LEE  
SHERILEE  
TIM LEE  
ZENIA LEGVACHOU  
MARIA DE L LEVIN DE  
HERNA  
BERNIELEYVA  
VAN LIEU  
CORINA LIEW  
MA CHRISTI LIMOS  
ALEJANDRA LLAMAS  
KIM LOC  
JOHN LOIZEAUX  
PAUL LOPEZ-WOOD  
NATHALIE LOR  
MANA B LUGO  
CRISTINA LUNA  
MALIEKALY  
SCOTT LYONS  
IRMA MACIAS

## Welcome New & Returning CAAs! (continued...)

LEANDREA MACK  
GLORIA MAGEE  
MARIA CYNT MANDE  
MARIBEL MARES  
JULIE MARMON  
JACKIE MARQUEZ  
SILVIA MARQUEZ  
KATHLEEN MARTENS  
AMELIA MARTINEZ  
MILDRED MARTINEZ  
OLIVIA MARTINEZ  
ORALIA MARTINEZ  
ROXANNE MATA  
TILISA MAY  
ALISON MC COY  
JANICE MCBRIDE  
ELIZABETH MCGEE-  
HOUGHTON  
SOCORRO MEDEL  
ELSA MEDINA  
PATRICIA MEDINA  
ANTONIA MEJIA  
EDWIN MEJIA  
EDWIN MEJIA  
MERCEDES MELANO  
ANGELINA MELCHOR  
ROBERTA MENDOZA  
GISELLE MENENDEZ  
SILVIA MERAZ  
NEYA MERRITT  
SHIRLEY MILICO  
PRISCILLA MIRA  
MARIA MIRANDA  
ISABEL MOLINA  
EDITH MONTANO  
PETER MOON  
DEREK MOORE  
GICELA MORA  
VICTORIA MORALES  
CINTHIA MORENO  
DANIELA MORENO  
EDDY MORENO  
ROXANA MOSCOSO  
TERESA MOSCOSO  
NADEZHDA MUNGUIA  
YOLANDA MUNIZ  
CRISTINA MURPHY  
MELISSA MURRAY  
IRYNA NAKONECHNA  
ROSALVANAVA  
HERNANDEZ  
DORIS NAVARRETE  
BERNICE NG  
CHRISTINE NGUYEN

MINH NGUYEN  
VICTOR NGUYEN-LIEU  
CINDY NICHOLSON  
LAN NIKNEJAD  
LINDA NUÑEZ  
MARCEL OCAMPO  
J. JULIAN OCEGUEDA  
ANA OLAYA  
LISA OROZCO  
ELIA ORTEGA  
MARGARITA ORTIZ  
BLANCA OSUNA  
RACHANNA OTERO  
CARLO PADILLA  
SUJEY PANIAGUA  
HORTENCIA PENA  
MONICA PERALES  
DIANA PEREZ  
KAREN PERMILLION  
CAROLYN PIKE  
RAFAEL PINTO  
CEASER POMALAZA  
JEFFREY PRATER  
LORENA PRECIADO  
MARK PRICE  
ALICIA PRIETO  
PARDIS RAHBARAN  
MELIDA RALDA  
CARLOS RAMIREZ  
ERIKA RAMIREZ  
JUANA RAMIREZ  
JUDITH RAMIREZ  
YOLANDA RAMIREZ  
ANGELINA RAMOS  
BERENICE RAMOS  
CELINA RAMOS  
DAVID RAMOS  
JOSE RAMOS  
ROBERTO RAMOS  
JULIE RAMOS-PEREZ  
M. JUANA RANGEL  
LINDA RATLIFF  
GABRIELA RAYGOZA  
PAULETTE REGAN  
MARY REIFF  
PATRICIA RENDON  
SARAH RESENDIZ  
EUNICE REYES  
VIONICA REYES  
LUZ REYNOSA  
VIDA RIDLEY  
ALFONZO RIOS  
JULIO RIOS  
SONIA RIVAS

VERONICA RIVERA  
JEANETE ROBLES  
RENA ROBLES  
ANA RODRIGUEZ  
BELINDA RODRIGUEZ  
CHRISTINA RODRIGUEZ  
JUDITH RODRIGUEZ  
LETICIA RODRIGUEZ  
MARIA RODRIGUEZ  
MARILYN RODRIGUEZ  
VERONICA RODRIGUEZ  
ALMA ROMERO  
JOSE ROMERO  
MERCEDES ROMERO  
JULIANA ROSALES  
CRISTINA ROSAS  
WENDELL SALAS  
ESMERALDA SALAZAR  
JOSE SALDANA  
EMILY SAMUELS  
ANGELICA SANCHEZ  
CHRISTNA SANCHEZ  
YANIRA SANCHEZ  
RICHARD SANDERELL  
VERONICA SANDOVAL  
WENDY SANTOYO  
TODD SCHEUER  
YESENIA SCOTT  
ANAMARY SEBASTIAN  
ELIZABETH SERRANO  
ANGELINA SERRATO  
DOROTHY SHAVERS  
KERRY SHEFFER  
SUSANNA SIBILSKY  
RONALD SILIEZAR  
PAMELA SILIZNOFF  
ANGELICA SILVA  
GUADALUPE SILVA  
ISABEL SILVEIRA  
SAKUNTALA SINGH  
TINA SLATER  
CHRISTOPHE SMITH  
GARY SMITH  
JANICE SOLIS  
RICHARD SOLORZANO  
LUIS SOMOZA  
NHU-DAO SON  
ANTONIA SOTO  
NANCY SOTO  
MELISA STEWART  
JAIME STINEMAN  
MUNA TADMURY  
MARIA KARI TAMAYO  
XIAOFEI TAO

DENISE THEETGE  
TOLEDO THELMA  
MICHAEL THOMAI  
MELVA THOMPSON  
YVETTE TINAJERO  
APRIL TINSLEY  
MARIANNE TORRES  
VALENTINA TORRES  
ADRIANA TORREZ  
LAN TRAN  
TRUNG TRAN  
KEN TRIMMER  
JOSEFINA TRUJILLO  
BAOCHI TRUONG  
ARLENE UGGLA  
MARCELA URIAS  
SANDRA VALENTIN  
SONIA VALENZUELA  
LETICIA VALERO  
ROSARIO VALLE  
PA VANG  
MAYRA VARELA  
CHRYSTAL VARGAS  
VELIA VARGAS  
BLANCA VASQUEZ  
YADIRA VAZQUEZ  
LAURA VEGA  
NAOMI VELASQUEZ  
MARIA VELAZCO  
ROBERTO VELAZQUEZ  
ZORAYDA VELAZQUEZ  
DANELLE VIGIL  
BRENDA VIRELLA  
KELLY VO  
DONNY VU  
SUSANA WAGGENER  
BARBARA WALTERS  
JEFFREY WARNOCK  
JOAN WEGENER  
DARREN WELCH  
IVONNE WELCH  
MICHAEL WELCH  
TERRI WILKEY  
KEN WOOD  
HAN WOJIN  
STEPHANIE WU  
LINAN XIA  
KRISTINE YEE  
PHOEBE YGLESIAS  
CESAR ZALDIVAR  
BRENDA ZAVALA  
ESCOLASTIC ZEPEDA  
LIJUN(LILY) ZHOU